लाइसेंस के बिना चलाए जा रहे डिश एन्टेना

851. **श्री ईश दत्त यादव** : क्या **संचार** मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या सरकार को इस बात की जानकारी है कि डिश एन्टेना कोई लाइसेंस लिए बिना ही चलाए जा रहे हैं ;

(ख) यदि हां, तो लाइसेंस के बिना ही चलाए जा रहे डिश एन्टेना के मालिकों का पता लगाने के लिए सरकार के पास उपलब्ध मशीनरी का ब्यौरा क्या है; और

(ग) सरकार ने पिछले वर्ष में कितने व्यक्तियों के विरुद्ध कार्यवाही की है और इस कार्यवाही का ब्यौरा क्या है?

संचार मंत्रालय के राज्य मंत्री (श्री सुखराम) :

(क) से (ग) जानकारी एकत्र की जा रही है और प्राप्त होते ही इसे सभा-पटल पर रख दिया जाएगा।

Telephone services disturbed in cyclone prone areas of Andhra Pradesh

852. SHRI V. HANUMANTHA RAO : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether Government are aware that in cyclone prone areas in Coastal Andhra, telephone services are frequently disrupted by falling of telephone lines;

(b) whether it is a fact that subsequent repair of these telephone lines is a time consuming matter; and

(c) if so, what steps are being taken to ensure that telecom lines are not frequently disrupted by storms, cyclones, heavy winds etc. in the coastal areas ?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM) : (a) Yes, Sir.

(b) Yes, Sir.

(c) In order to ensure that telecom lines are not frequently disrupted by storms|cyclones|heavy winds, etc. in the coastal areas, the overhead lines are being replaced by stable media progressively. 6 such systems connecting 11 stations have been commissioned so far. Also 7 numbers of 2|15 MARR system have been commissioned. It is proposed to provide such reliable media progressively to all identified routes, subject to technical feasibility and availability of equipment.

Consumer disputes redressal form in Faridabad

853. SHRI V. HANUMANTHA RAO : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether it is a fact that the Consumer Dispute Redressal Forum in Faridabad, Haryana has sentenced four employees of Haryana Telecom to a jail term;

(b) what is the reaction of Government to widespread discontentment against the low level of customer satisfaction with regard to Telecom services;

(c) what action has been initiated against employees who have not respected the court's verdict; and

(d) what steps have been taken by Government to improve the telecom services ?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM) : (a) Yes, Sir. However appeal has been filed in the State Forum.

(b) The various channels of the Department for improving inter action with the customers for greater satisfaction and also prompt redressal of their grievances, are being constanly monitored for improvement.